

**PATENT**  
Docket No. Clark 1-10-9-24-1

Express Mail No. EV262354851US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**INVENTORS:**  
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**APPLICATION NO.** Not Yet Assigned

**Examiner:**  
**GROUP ART UNIT:**

**FILED:** Herewith

**TITLE:** **METHOD, SYSTEM AND COMPUTER PROGRAM  
PRODUCT FOR IMPROVING SYSTEM RELIABILITY**

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**CERTIFICATE OF EXPRESS MAILING**

I hereby certify that this correspondence, along with any papers indicated as being enclosed, are being deposited as Express Mail, (label EV262354851US), postage prepaid, in an envelope addressed to: Commissioner for Patents, Mail Stop Patent Application, P.O. Box 1450, Alexandria, VA 22313-1450, on July 16, 2003.

7/16/03  
Date

  
Ryan P. White

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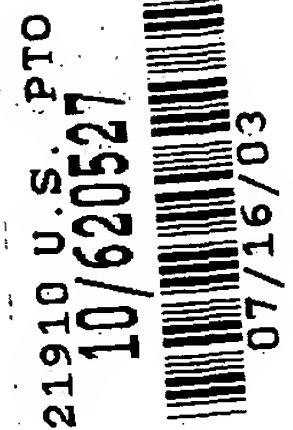
**Commissioner for Patents**  
**Mail Stop Patent Application**  
**P.O. Box 1450**  
**Alexandria, VA 22313-1450**

**NEW APPLICATION TRANSMITTAL LETTER**

**Sir:**

Enclosed are the following papers relating to the above-named new application for patent:

1. Specification (15 pgs.), claims (6 pgs.) and abstract (1 pgs.);
2. Drawings (4 sheets) formal; and
3. Application Data Sheet.



CLAIMS AS FILED				
	No. Filed	No. Extra	Rate	Calculations
Total Claims	30- 20 =	10	\$18	\$180.00
Independent Claims	3 - 3 =	0	\$84	\$0.00
Multiple Dependent Claim(s), if applicable			\$280 =	\$0
Basic Filing Fee				\$750.00
			Total Fee:	\$930.00

Also, enclosed is a check in the amount of \$930.00 in payment of the filing fee. Two copies of this letter are enclosed. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 19-5425** as required to correct the error.

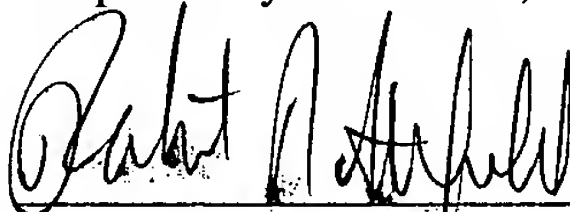
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Respectfully submitted,

July 16, 2003  
Date



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